

IN THE CLAIMS:

Please amend the claims as presented below:

1. (Currently amended) A method of managing consumer complaints comprising:
receiving a complaint from a consumer in an electronic format regarding a merchant;
forwarding the complaint to the merchant for a merchant's response;
displaying the complaint and a merchant's response on an Internet site;
receiving from third parties a plurality of ratings indicating said third parties' opinions of
righteousness of said ~~consumer and/or said merchant~~ complaint in an electronic format; and
displaying an averaged numerical representation of the ratings.
2. (Previously presented) The method as claimed in claim 1 further comprising
determining the identification of each third party that submits an opinion of righteousness.
3. (Original) The method as claimed in claim 2 further comprising determining the
identification of the consumer.
4. (Original) The method as claimed in claim 3 further comprising determining the
identification of the merchant.
5. (Previously presented) The method as claimed in claim 4 further comprising
comparing the identification of the consumer to the identification of each of said third parties.
6. (Previously presented) The method as claimed in claim 5 further comprising
comparing the identification of the merchant to the identification of each of said third parties.
7. (Previously presented) The method as claimed in claim 6 wherein the step of
displaying as an averaged numerical representation further comprises excluding ratings received
from said consumer and said merchant.

8. (Previously presented) The method as claimed in claim 4 wherein the step of determining the identification of each of said third parties includes determining the respective third party's Internet Protocol address of a computer used by the third party.

9. (Previously presented) The method as claimed in claim 8 further comprising comparing the third party's Internet Protocol address to an Internet Protocol address assigned to the merchant.

10. (Previously presented) The method as claimed in claim 8 further comprising comparing the third party's Internet Protocol address to an Internet Protocol address assigned to the consumer.

11. (Previously presented) The method as claimed in claim 1 wherein the third party ratings include a rating of the credibility of the merchant and the consumer.

12. (Previously presented) The method as claimed in claim 1 wherein the third party ratings include a rating of the third party's prior interactions with the merchant.

13. (Previously presented) The method as claimed in claim 1 wherein the step of receiving a plurality of ratings includes receiving a scaled numerical representation from the user.

14. (Currently amended) A method for managing Internet consumer complaints comprising:

receiving a complaint from an Internet consumer in electronic format regarding the Internet consumer's interaction with an Internet merchant;

forwarding the complaint to the Internet merchant for an Internet merchant's response; receiving an Internet merchant's response;

displaying the complaint and the Internet merchant's response on a publicly accessible

Internet site for a plurality of Internet users' opinions of righteousness, said users being other than said consumer or said merchant;

receiving at least one of the Internet users' opinions of righteousness of said complaint in electronic format; and

displaying the Internet users' opinions of righteousness of said complaint on the Internet site as a numerical representation.

15. (Original) The method as claimed in claim 14 further comprising verifying the origination of each Internet user's opinion of righteous.

16. (Original) The method as claimed in claim 15 further comprising displaying the opinions of users other than the consumer or merchant.

17. (Original) The method as claimed in claim 15 wherein the step of verifying the origination of each Internet user's opinion of righteous includes determining the Internet user's Internet Protocol address of a computer used by the Internet user.

18. (Original) The method as claimed in claim 16 further comprising comparing the Internet user's Internet Protocol address to an Internet Protocol address assigned to the Internet merchant when the Internet merchant's response was received.

19. (Original) The method as claimed in claim 17 further comprising comparing the Internet user's Internet Protocol address to an Internet Protocol address assigned to the Internet consumer when the complaint was received.

20. (Original) The method as claimed in claim 14 wherein the Internet users' opinions of righteousness includes an analysis of the credibility of the Internet merchant and the Internet consumer.

21. (Original) The method as claimed in claim 14 wherein the Internet users' opinions of righteousness includes an analysis of the Internet user's prior interaction with the Internet merchant.

22. (Original) The method as claimed in claim 14 wherein the step of forwarding the complaint to the Internet merchant for the Internet merchant's response includes automatically forwarding the complaint to the Internet merchant.

23. (Currently amended) A system for managing Internet consumer complaints comprising:

a central server for receiving an Internet consumer's complaint regarding the Internet consumer's interaction with an Internet merchant;

a means for forwarding the complaint in electronic format to the Internet merchant for any Internet merchant's response;

an Internet web site for displaying the complaint and any Internet merchant's response for Internet users other than said consumer or said merchant to opine as to the righteousness of the ~~Internet consumer and the Internet merchant complaint~~; and

a means for providing a numerical representation of the Internet users' opinions of righteousness and displaying it on the Internet web site.

24. (Currently amended) A method of managing Internet consumer complaints comprising:

providing a central computer server for receiving a complaint from an Internet consumer in electronic format regarding the Internet consumer's interaction with an Internet merchant;

providing a means for forwarding the complaint to the Internet merchant for an Internet merchant's response;

providing an Internet web site for displaying the complaint and any Internet merchant's response on a publicly accessible Internet site for receiving opinions of righteousness of said complaint, from Internet users other than said consumer or said merchant; and

providing a numerical representation of the Internet users' assessments of righteousness on the Internet web site.